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Guest Relations Agent

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Company: FAIRMONT

Location: İstanbul

Category: other-general

Job Description

To consistently provide thoughtful, caring and sincere service

To greet, check in and settle guest accounts while ensuring all service standards are followed

To assist guests regarding hotel facilities in an informative and helpful way

To follow department policies, procedures and service standards

Qualifications

Previous customer related experience an asset

Previous PMS experience an asset

Computer literate in Microsoft Window applications an asset

Strong interpersonal and problem solving abilities

Highly responsible & reliable

Ability to work well under pressure in a fast paced environment

Ability to work cohesively with fellow colleagues as part of a team

Ability to focus attention on guest needs, remaining calm and courteous at all times

Additional Information

Your team and working environment:

We support you to grow and learn every day, making sure that work brings purpose to your life, so that during your journey with us, you can continue to explore Accor's limitless possibilities.

Note: Customization may be included for any specific local or legislative requirements, such as work permits

Our commitment to Diversity & Inclusion:

We are an inclusive company and our ambition is to attract, recruit and promote diverse talent.

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